



# KAHRYLLE EXZERINA P. RAFAL

Strong communication skills and experience working with clients across different time zones. Able to multitask and prioritize tasks effectively, resulting in timely completion of projects and high client satisfaction. Detail-oriented Virtual Assistant with a background in customer service and sales.

## CONTACT ME

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 San Pedro, Laguna, Philippines,  
4023

## SYSTEM FAMILIARITY

- Google Suite
- MS Office
- Salesforce
- Ring Central
- GoHighLevel
- Slack
- Pulse
- Empath
- Clarify
- Canva
- CapCut
- ChatGPT
- Adobe Lightroom
- Teleopti

## ➤ WORK EXPERIENCE

### **Sales Advisor | Concentrix**

*November 2021- September 2022*

- Leads sales transactions by directing prospects towards suitable products that best meet their needs.
- Take inbound calls, complete service orders and explain wireless billing concerns.
- Responsible of identifying customer's needs, pitching relevant products or services or services and ensuring they have a positive experience from start to finish.

### **Sr. Operations Representative | Capital One**

*February 2023 - October 2023*

- Handles incoming calls to provide customers credit card usage information.
- Verify and assist customers with over the phone payments.
- Provide online technical support and assist customers with any related concerns.

### **Account Executive | Integrated OS**

*November 2023 - February 2024*

- Create and review customer spreadsheets and keep online records.
- Cold call leads using a given phone directory to sell products.
- Email management and schedule appointments.

## ➤ EDUCATION

**ETI College of Science and Technology 2019 - 2021**

*Humanities and Social Sciences Strand*

## ➤ TRAINING AND CERTIFICATE

**Virtual Assistant Training** : *webuildyoursite.pro*

**EFSET English Certificate** : *C2 Proficient*